



## Department of Employment Dispute Resolution

### **Course Descriptions**

#### **UNDERSTANDING AND USING THE GRIEVANCE PROCEDURE**

Learn the fundamentals of using the grievance procedure to resolve workplace disputes. Participants will learn about the roles and responsibilities of the grievant, management respondents, agency head, the Department of Employment Dispute Resolution, hearing officers, and the courts in resolving grievances. **Credit for this course counts toward HRI and VaCPM.**

**Cost: \$45**

**Who should attend:** state employees, supervisors, managers, and human resource staff.

#### **ENHANCING MANAGEMENT'S RESPONSE TO EMPLOYEE GRIEVANCES**

Develop and hone skills in: conducting the grievance procedure's fact-finding meeting; gathering and analyzing relevant information; noting underlying patterns; and making decisions based on best practices and the legitimate business interests of the agency. **Credit for this course counts toward HRI and VaCPM.**

**Cost: \$45**

**Who should attend:** managers and human resource staff. Basic familiarity with the mechanics of the current grievance procedure is a recommended prerequisite.

#### **BEST PRACTICES IN EMPLOYEE DISCIPLINE AND DISCHARGE**

Address crucial disciplinary and discharge issues through lecture, discussion and case studies. Topics will include: the role of documentation in disciplinary actions; due process; the essential elements of a pre-disciplinary investigation; selecting the appropriate level of discipline; the necessity of consistency in applying the Standards of Conduct; and H.R.'s role in the disciplinary process. **Credit for this course counts toward HRI and VaCPM.**

**Cost: \$45**

**Who should attend:** supervisors, managers, human resource and training staff.

## **GRIEVANCE PROCEDURE: TRAIN THE TRAINER**

Become familiar with the knowledge and tools necessary to present basic grievance training to the agency's employees. Participants will receive up-to-date information on the grievance procedure and an opportunity to discuss hypothetical case examples with experienced colleagues. Completion of a needs assessment survey prior to the course and periodic feedback throughout the year is required.

**Cost: \$195**

**Who should attend:** training professionals and individuals charged with training employees in the state grievance procedure.

## **HR ORIENTATION TO CONFLICT MANAGEMENT AND EDR SERVICES**

This is a two-hour overview presentation that will familiarize human resource personnel with the *Grievance Procedure*, some basic conflict management information, and other services offered by EDR for employees and managers. **Credit for this course counts toward HRI and VaCPM.**

**Cost: FREE!**

**Who should attend:** human resource managers, human resource generalists, and individuals who serve in a human resource capacity for their agency.

## **INTRODUCTION TO CONFLICT RESOLUTION SKILLS**

Experience ways to resolve your own workplace conflicts through communicating effectively, clearly identifying the issues that are at the heart of a conflict, generating solutions, and developing a plan for a mutually satisfying resolution. **Credit for this course counts toward HRI and VaCPM.**

**Cost: \$45**

**Who should attend:** employees, supervisors, managers, human resource and training staff.

## **WORKING THROUGH DIFFICULT CONVERSATIONS ON THE WAY TO RESOLVING WORKPLACE CONFLICTS**

Go beneath the surface problem to discover the root causes of the conflict and explore new methods of resolving workplace disputes. **Credit for this course counts toward HRI and VaCPM.**

**Cost: \$45**

**Who should attend:** employees, supervisors, managers, human resource and training staff.

## **WORKPLACE CONFLICT MANAGEMENT – ROLES AND RESPONSIBILITIES**

Explore and experience the theory and practice of managing workplace conflict. Hone some skills and learn others with a view toward understanding why and how they work. **Credit for this course counts toward HRI and VaCPM.**

**Cost: \$45**

**Who should attend:** supervisors, managers, human resource and training staff.

## **BASIC MEDIATION**

Learn how to address workplace conflict through the mediation process. This course meets the 20-hour basic training requirement toward Virginia Supreme Court certification. **Credit for this course counts toward HRI and VaCPM.**

**Cost: \$295**

**Who should attend:** anyone interested in learning about the mediation process. Successful completion of this course is a prerequisite to serving as an EDR mediator. Agency approval required for state employees.

## **GROUP MEDIATION**

Learn techniques and practice skills in facilitating conflict resolution within a work unit. Subject areas will include group dynamics, systems theory and the cycle of reconciliation. **Credit for this course counts toward HRI VaCPM.**

**Cost: \$195**

**Who should attend:** Basic Mediation trained/experienced mediators interested in learning about the group mediation process. Successful completion of this course is a

prerequisite to serving as an EDR Group Mediator. Agency approval required for state employees.

### **ADVANCED MEDIATION**

Review some basic skills and learn advanced techniques. Topics change each session and include caucusing; responding to impasse; power imbalances; and communication skills for working with diverse individuals, styles, and behaviors. **Credit for this course counts toward HRI and VaCPM.**

**Cost: \$95**

**Who should attend:** anyone who has taken Basic Mediation training.